



Manitoba Wheelchair Program
OPERATING PROCEDURES MANUAL
Society for Manitobans with Disabilities (SMD)

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Manitoba Wheelchair Services Mission Statement

To continually develop, maintain and deliver relevant services that assist in the development of individual independence and community support for persons with disabilities.

MANITOBA WHEELCHAIR PROGRAM (MWP) Purpose and Scope

The Manitoba Wheelchair Program (MWP) is a program within the Society for Manitobans with Disabilities (SMD) that administers a centralized and province wide service enabling access to basic wheelchair mobility for all eligible Manitobans. The MWP includes long term wheelchair loans, service and maintenance of manual and power wheelchairs, professional and technical support staff and serves over 14,000 Manitobans with disabilities who live in the community.

The Manitoba Wheelchair Program is based on Manitoba Health policies and is governed and/or supported by three Government sectors:

- a. Winnipeg Regional Health Authority (WRHA) on behalf of Manitoba Health and Healthy Living
- b. Manitoba Department of Families – Employment and Income Assistance (EIA)
- c. Government of Canada – First Nations and Inuit Non Insured Health Benefits (FNIHB)

The MWP is administered through the Winnipeg Regional Health Authority (WRHA) and the Society for Manitobans with Disabilities (SMD) on behalf of all Regional Health Authorities (RHAs) and is delivered through a Service Purchase Agreement (SPA). The WRHA provides funding to SMD to purchase wheelchairs and support the administration and operation of a provincial wheelchair program. MWP provides recycled or new wheelchairs to community clients based on eligibility criteria. A recycled wheelchair is the first option considered if it meets the client's needs and is available within the existing equipment pool.

MWP defines basic mobility as: the ability to move or be moved freely, safely and easily.

The availability of safe and appropriate wheelchairs and services supports the health care system by:

- Promoting client's independence and assisting in mobility where an individual is capable of using a wheelchair independently;
- Enabling earlier discharge from hospital and preventing premature institutionalization into long term care; and/or,
- Preventing or reducing reliance on caregivers and health care providers.

Manitoba Wheelchair Program (MWP) Eligibility for Services

Clients eligible for a wheelchair through the MWP include individuals who are/have:

- a. A full-time resident of the Province of Manitoba and have a valid Manitoba Personal Health Identification Number (PHIN);
- b. A physical disability affecting their mobility and require a wheelchair for a minimum of 6 months;
- c. At the end stage of a life-limiting illness and are considered to be palliative;
- d. Been prescribed a wheelchair by an Occupational Therapist (OT) or Physiotherapist (PT). Prescriptions from Physician, Nurse Practitioner or Registered Nurse licensed to practice in Manitoba may be considered for some wheelchair categories in the absence of an Occupational Therapist or Physiotherapist.

Clients not eligible for a wheelchair through the MWP include individuals who are/have:

- a. In the process of being paneled for a personal care home;
- b. Eligible to receive a wheelchair through a third party funder including but not limited to WCB (Worker's Compensation Board), FNIHB (First Nations Inuit Health Branch), MPI (Manitoba Public Insurance), Victim's Services , CFS (Child and Family Services)

The process for assessing and ordering wheelchairs is described throughout the MWP Operating Procedures Manual; some exceptions apply to the following two government sectors:

Government of Canada - NON-INSURED HEALTH BENEFITS (NIHB)

Clients eligible for a wheelchair through NIHB include individuals who are/who have:

- a. A resident of Manitoba;
- b. A 10 digit treaty number;
- c. A physical disability affecting their mobility and require a wheelchair for a minimum of 6 months;
- d. Not eligible to receive a wheelchair through a third party (i.e. EIA, WCB, MPI, CFS, Victims Services etc.);
- e. Been prescribed a wheelchair by an Occupational Therapist or Physiotherapist. Prescriptions from Physician, Nurse Practitioner or Registered Nurse licensed to practice in Manitoba may be considered in absence of an Occupational Therapist or Physiotherapist;

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- f. Not received a wheelchair through NIHB in the last 5 years; NIHB funds one primary mobility base every 5 years.

Note: A physician signature and registration number is required on the application. All wheelchairs, accessories and/or requests for repairs must be submitted to NIHB for pre-approval by the MWP staff. MWP will notify the prescriber when approval is received and it is then the responsibility of the prescriber to inform their client that approval has been received. If NIHB requires more information regarding the request, the SMD OT will contact the prescriber who must then contact NIHB with the required information.

NIHB is the only funding program that rents a limited supply of equipment for their clients.

Employment and Income Assistance (EIA)

Clients eligible for a wheelchair through EIA include individuals who are/who have

- a. A full time resident of Manitoba;
- b. A valid Manitoba Personal Health Identification Number (PHIN);
- c. An EIA ID number;
- d. Living in a personal care home or institution and are under the age of 65;
- e. A physical disability affecting their mobility and require a wheelchair for a minimum of 6 months;
- f. Not eligible to receive a wheelchair through a third party (i.e. NIHB, WCB, MPI, etc.);
- g. Been prescribed a wheelchair by an Occupational Therapist or Physiotherapist. Prescriptions from Physician, Nurse Practitioner or Registered Nurse licensed to practice in Manitoba may be considered in absence of an Occupational Therapist or Physiotherapist.

EIA Clients Living in the Community:

If a client requires a wheelchair that is not available through SMD Wheelchair Services or requires parts/ accessories that are listed as upcharges, the prescriber must attach a letter to the application form including:

- Justification explaining why it is necessary to go outside of what the program offers for a wheelchair to meet the client's mobility needs.
- OR
- Justification for the part/accessory requested to meet the client's basic mobility.

The SMD-MWP Clinical Specialist (Occupational Therapist) will review the application and forward the recommendation to EIA for approval. Once SMD receives notification of approval or denial, the SMD – MWP Clinical Specialist (Occupational Therapist) will contact the prescriber to inform them of EIA's decision

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EIA Clients Living in an Institution or Personal Care Home (PCH):

SMD does not provide new wheelchairs or exchanges of current wheelchairs to clients who are living in personal care homes or institutions **unless** the client has EIA funding.

If a client has EIA funding and requires a wheelchair available through the program, the prescriber must adhere to the following application process:

- Complete the appropriate SMD application,
- Complete the spec sheet of the wheelchair being requested, and
- Fax both to SMD for review and processing.

The SMD-MWP Clinical Specialist (Occupational Therapist) will review the request and forward their recommendation to EIA for approval. Once SMD receives notification of approval or denial, the SMD-MWP Clinical Specialist (Occupational Therapist) will contact the prescriber to inform them of EIA's decision. If EIA requires additional information, the SMD-MWP Clinical Specialist (Occupational Therapist) will contact the prescriber for the outstanding information.

If a client requires a wheelchair that is not available through the program, the prescriber must provide a letter of justification explaining why a program wheelchair is not appropriate for their client and why an alternate wheelchair is being requested. The prescriber must also attach the wheelchair specification sheet and a quote from the vendor who was consulted for the purchase of the recommended wheelchair. The SMD-MWP Clinical Specialist (Occupational Therapist) will review the request and then forward their recommendation to EIA for approval. EIA will then review the request and contact the prescriber directly to notify them of the approval or denial. At this point in the client is responsible for the repairs and SMD is no longer involved with this client or the application.

Return of EIA Equipment

When equipment is no longer needed, the wheelchair **must** be returned to SMD for recycling wherever possible. The process for returning a wheelchair is the same as that for the MWP and will be returned to the EIA equipment pool.

Manitoba Wheelchair Program Service Operations

Priority of Services: In order to meet the most urgent needs of safety and mobility the service priorities are as follows:

New Requests for Wheelchairs:

Processing of an application begins upon receipt of a **fully completed** application from the prescriber. In addition to client's medical and functional presentation, prioritization of applications includes the following:

- 1) **Urgent request:** new applications for either category 1A or category 2A where the client is a full time wheelchair user and/or where discharge from hospital is imminent.
- 2) **Regular request:** all other applications for Category 1A or 1B and 2A or 2B.

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- 3) **Category 2C, 3 and 4:** these applications are not considered urgent as the majority of category 3 and 4 wheelchairs have to be ordered when needed as they are often not stocked in-house.
- 4) **Power wheelchairs and power dynamic positioning devices:** Once the application is approved, receipt of the wheelchair will depend on various factors such as stock availability, and volume of applications.

Time frames may be affected by:

- Availability of reconditioned product or parts from the recycled pool
- Manufacturer's ability to supply ordered product and/or parts ;
- Individual's /client's availability to accept wheelchair delivery; and/or
- Volume demands.

Repair/Maintenance Service

Prioritization

Service to the client's equipment will be performed in their home, place of employment or education, the SMD's Notre Dame Avenue depot or at an emergency location to meet safety and mobility as follows:

- 1) **Urgent:** situations when clients are completely dependent on their wheelchair for mobility and/or are full time wheelchair users with no other means of mobility within their home environment. This includes clients whose equipment is deemed unsafe and should not be in operation.
- 2) **Regular:** situations when a client's safety is not an immediate a concern.

Process to arrange service:

Service at 1857 Notre Dame or in the community can be arranged by appointment only. To schedule an appointment, call (204) 975-3250 or fax (204) 975-3240.

Clients, caregivers, Occupational Therapists or Physiotherapists must provide the following client information when scheduling a service call:

- Client's first and last name
- Current address
- PHIN # (9 digits), and
- Description of request **and** reason for request.

For parts exchange, therapist must submit a completed SMD-012.

Please note for safety reasons any adjustments or parts exchanges that will affect the safety or function of the wheelchair (i.e. speed increases, changes to the floor to seat height or static tilt) must be submitted by an Occupational Therapist or Physiotherapist.

Clients who are knowledgeable and able to manage repairs to their wheelchair can request the parts required which will be mailed out; this does not include electronic components and batteries that have been replaced within 12 months.

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Extended Hours Emergency Services:

Extended hours are only available within the City of Winnipeg, St. Norbert and Middle Church. Emergency services are available Monday to Friday, 4pm - 8pm and Saturday, Sunday and statutory holidays from 9am - 4pm.

An emergency is defined as a situation where a full time user is without mobility due to an unsafe or unusable wheelchair and/or where client safety may be in jeopardy. The technician on call will use their best judgment to determine if the client is in a safe environment and will prioritize accordingly, including determining that the client will be seen the next business day.

For Emergency Services, call (204) 975-3250.

Maintenance Inspections

Clients are responsible for regular maintenance, upkeep and cleanliness of their wheelchair.

Regular Maintenance inspections may be performed to insure the clients' wheelchair is operating efficiently and safely and to reduce the need for major repairs. Maintenance inspection may include observing for:

- Broken, cracked or twisted frames/wheels
- Peeling chrome
- Torn or unsafe upholstery
- Security of all nuts, screws, brakes and tires
- Condition of bearings, brakes and tires
- Drive assembly and power source
- Suitability of equipment to consumer's needs and environment (e.g.: change in medical condition)

SMD Manitoba Wheelchair Services Responsibilities

- Development and periodic updates of the MWP Operating Procedures Manual.
- Ensuring that clients and prescribers adhere to MWP operating procedures.
- Adherence to the MWP eligibility criteria.
- Ongoing evaluation and approval of MWP products.
- Effective and efficient use of MWP resources.

Prescriber Responsibilities

The prescriber is defined as a health care professional licensed to practice in Manitoba. Occupational Therapists, Physiotherapists, Physicians, Nurse Practitioners and Registered Nurses are able to prescribe category 1 wheelchairs. Occupational Therapists and Physiotherapists are able to prescribe category 2, 3, 4 manual wheelchairs, power wheelchairs and power dynamic positioning devices.

The partnership between health care professionals and the MWP is integral to meeting the needs of Manitobans who require assistance with their mobility.

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The prescriber will:

- Determine if the client meets the eligibility criteria.
- Complete a client assessment and make recommendations for appropriate wheelchair and /or accessories.
- Inform applicant about Wheelchair Services eligibility criteria, and operational procedures including the loan agreement so that the applicant can make an informed decision before the application is submitted to the MWP.
- Complete the appropriate SMD wheelchair application form(s) in a timely fashion following assessment.
- Maintain current knowledge of MWP operations and wheelchair assessment and prescription competencies.
- Maintain current knowledge of the wheelchairs offered through the MWP.
- Consult with the SMD OT Clinical Specialist as needed to gain additional understanding of wheelchair product(s) and of the MWP operations.

Client Responsibilities

Wheelchairs are provided on loan to the client and may not be sold. The wheelchair must be returned to the SMD when the:

- Client no longer needs the wheelchair;
- Wheelchair has been replaced by another program wheelchair;
- Client moves out of Manitoba and is no longer a Manitoba resident;
- Client becomes ineligible for the wheelchair for any other reason.

Client Responsibilities during Assessment Process:

- Participate in the assessment of their mobility needs;
- Provide necessary documentation to their therapist and to the MWP;
- Sign an "Equipment Loan Agreement". The request will not be processed without this signature. The therapist/prescriber may sign as a witness, and if they feel the client does not understand the loan agreement, the client's legal representative must sign on the client's behalf.

Client Responsibilities (including family, trustee/guardian) with Loaned Equipment:

- Take reasonable care and maintenance of the MWP owned wheelchairs;
- Maintain cleanliness of equipment;
- Keep equipment safe, warm and dry (including if in storage);
- Maintain batteries on power wheelchairs (i.e. regular charging of batteries);
- Inform the program when repairs are required;
- Inform the MWP of changes to name, address, phone #, etc.;
- Return the loan equipment to MWP as stated above;
 - **Exception:** Any equipment purchased by the client as an upcharge will remain client's property.

Client's Responsibility for the Following Costs:

- 1) Repair or replacement of Pneumatic tires and tubes
 - MWP will supply the parts at no cost.
 - If requested, MWP will provide this service for a fee of \$20.00 per wheel (fee subject to change without notice). This service will only be completed at 1857 Notre Dame.
- 2) Maintenance and repair of spoke wheels and replacement of spokes.
- 3) Maintenance, repair and replacement of **upcharges or upgrades** that the client purchased. (e.g.: quad links, side guards, etc.)

NOTE: Clients who exceed repair requests frequency and where inspection of the wheelchair suggests that he/she is not adhering to the loan agreement will have their service request reviewed by Wheelchair Services Management; this may result in a reassessment for wheelchair eligibility and safety of their current wheelchair.

Returning Equipment to MWP

For clients living in Winnipeg, arrangements can either be made with family/friends to have the equipment dropped off at 1857 Notre Dame Avenue or arrangements can be made to have Wheelchair Services technicians' pick-up the wheelchair.

For those clients living in rural Manitoba the following procedure can be followed:

- **Manual wheelchairs:** Contact Wheelchair Services with the information regarding the wheelchair to be returned. The client will be sent a package of information containing instructions and Bill of Lading. The equipment must then be taken to the local post office.
- **Power wheelchairs:** Contact Wheelchair Services with the information regarding the wheelchair to be returned. The SMD staff will provide the client with information on how to contact Gardewine North Transportation Company at: 1-800-282-8000 to have the power wheelchair picked up and shipped to SMD.

Basic Mobility Equipment

MANUAL WHEELCHAIRS

Definition of terms

- 1) Occasional user - clients who need the wheelchair for outings where there will be excessive walking **OR** those who walk some of the time and use the wheelchair for fatigue, and/or long outings. Usage is more than once per week.
- 2) Part time user - requires the use of the wheelchair daily but is still able to walk.
- 3) Full time user - requires the use of the wheelchair for main means of mobility.
- 4) Attendant assist - does not propel wheelchair. Is pushed all the time.
- 5) Partially independent propeller - propels the wheelchair independently but requires assist some of the time.

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- 6) Independent propeller – propels wheelchair independently. Does not require assist at all.

Eligibility criteria for manual wheelchairs

- 1) Clients eligible for category 1A (basic) wheelchair:
 - Occasional users; e.g. requires a wheelchair for outings
 - Requires little to no adjustability in a wheelchair
 - May or may not be able to self propel
 - Does not have a body weight in excess of 250 lbs.
- 2) Clients eligible for category 1B (basic heavy duty) wheelchair:
 - Occasional or part time users; e.g.: requires a wheelchair for outings
 - Requires little to no adjustability in a wheelchair
 - May or may not be able to self propel
 - Has a body weight in excess of 250 lbs.
- 3) Clients eligible for category 2A wheelchair:
 - Part time or full time users
 - May or may not be able to self-propel
 - Might be able to walk approximately 25 meters with or without aid(s)
 - Have a medical condition that may be further complicated by propelling a category 1 wheelchair e.g. limited strength and/or endurance or reduced energy for activities of daily living due to fatigue from propelling a category 1
 - Require minimal adjustability in a wheelchair
 - Do not have a body weight in excess of 250 lbs.
- 4) Clients eligible for category 2B wheelchair:
 - Part time or full time users
 - May or may not be able to self-propel
 - Might be able to walk approximately 25 meters with or without aid(s)
 - Have a medical condition that may be further complicated by propelling a category 1B wheelchair e.g. limited strength and/or endurance or reduced energy for activities of daily living due to fatigue from propelling a category 1
 - Require minimal adjustability in a wheelchair
 - Has a body weight in excess of 250 lbs.
- 5) Clients eligible for category 2C (lightweight) wheelchair:
 - Full time or part time user
 - Independent propeller
 - Have physical limitations that precludes the use of category 2A and whose functional performance will be increased with the use of category 2C
 - Might be able to walk up to 25 meters with or without aid
 - Requires minimal adjustability of vertical and horizontal axels
 - Does not have a weight in excess of 275 lbs.

Note: This category will not be supplied for ease of caregiver.

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6) Clients eligible for category 3A (tilt / tilt and recline) wheelchairs:

- Full time user
- Non ambulatory
- Assessment findings and equipment trials indicate that the equipment prescribed is the minimum essential to achieve the following goals:
 - a. Maintain skin integrity where there is a past/preset history of skin breakdown and an inability to independently shift weight, and/or a risk of skin breakdown due to unrelieved pressure
 - b. Commercial seating products alone are not an adequate solution. (i.e. Commercial or custom backrest and/or cushion)
 - c. Increase sitting tolerance where there is a risk of skin breakdown due to unrelieved pressure and inability to shift weight independently and / or there is an inability to maintain a functional seated position where abnormal tone is a factor. It must be demonstrated that in both of these situations, seating components alone are not an adequate solution
 - d. Maximize respiratory function where there are measurable limitations that with the prescription of manual tilt, objective improvements can be found.

Note: Applications will not be considered where purpose is solely for non-mobility related activities example: pain management, facilitation of transfers, feeding, toileting activities and or rest.

Note: Prior to considering prescription of a category 3A wheelchair, it is recommended for clinicians to consider interfacing commercial seating products that can provide static tilt and/or recline into the client's current wheelchair. This will help insure that commercial seating products alone will not be an adequate solution.

Note: Category 3A wheelchairs do not collapse for transport. **Please be sure to advise your clients of this before requesting the chair.** Also, program policy dictates that a second foldable wheelchair **will not** be provided to clients who are issued category 3 wheelchairs.

Note: Category 3A wheelchairs come with a solid seat and a basic headrest but **not** a backrest (upholstery or commercial) nor a seat cushion.

Note: Health professionals and clients are welcome to make an appointment to see and/or trial Category 3 (adult) wheelchairs at 1857 Notre Dame or in the community.

7) Clients eligible for category 3B (recline) wheelchair:

- Full time users
- Have ROM restrictions that require an open back to seat angle
- Have decreased postural control of their head and trunk
- Have respiratory issues that can be improved with the use of a recline
- Have orthostatic hypotension that can be improved with the use of recline.

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8) Clients eligible for category 4 (ultra-lightweight) wheelchair:

- Full time wheelchair user
- Independent propeller
- Requires a lightweight wheelchair that is recommended by an occupational or physiotherapist based on completion of a seating and mobility assessment
- Independent self-propeller and has a physical functional limitation(s) that precludes the use of a category 2C e.g. limited strength or endurance to self-propel. Limited capacity for activities of daily living (ADLs) due to propelling category 2C
- Functional performance will be increased as a result of utilizing features of category 4
- Requires the adjustability in a wheelchair that only category 4 provides, e.g.: vertical and horizontal axel adjustments
- Wheelchair accessible home to allow safe independent entry / exit to the home.

Note: priority will be given to those applicants who require the wheelchair for school and/or work.

Note: Health professionals and clients are welcome to make an appointment to see and/or trial Category 4 wheelchairs at 1857 Notre Dame or in the community.

Note: Category 4 wheelchairs will not be provided for ease of caregiver.

Procedure for Requesting Manual Wheelchairs

In order to determine what equipment is required for MWP application purposes, the prescriber must complete a wheelchair/seating assessment. Therapists may use SMD - 010 Wheelchair and Seating Assessment form if they don't have their own. There is no need to submit SMD-010 with the application unless requested.

Equipment should be considered from the most basic to more complex, taking into consideration the client's medical condition, physical and functional status, as well as environmental and safety issues. Specifications of manual wheelchair and options that are available through the program as well as options for purchase may be downloaded from the SMD website.

Once the assessment has been completed and the prescriber confirms the client's eligibility to access the recommended wheelchair through the program, the appropriate application form must be completed. **An application must not be submitted to Wheelchair Services if, after assessing the client's mobility requirements, the prescriber confirms the client does not meet eligibility criteria.** Application forms may be downloaded from the SMD website. www.smd.mb.ca

- 1) Fax or mail completed manual wheelchair application form including signed loan agreement to Wheelchair Services. Any incomplete application form will be returned to the prescriber for completion. If the required information is not submitted within 30 days, the request may be closed.
 - a) SMD – 001 Category 1 Application Form

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- b) SMD – 002 Category 2 Application Form
 - c) SMD – 003 Category 3 Application Form
 - d) SMD – 004 Category 4 Application Form
 - e) SMD – 011 Pediatric Application Form
- 2) All requests for categories 2 C, 3, 4 are reviewed by the SMD –OT.
 - 3) In the case of purchasing upcharge parts a quote for the request part is sent to either the client or the third party identified for payment. ***Please note that the requested wheelchair will not be ordered until payment in full is received.***
 - 4) Request is approved if application is deemed eligible for the category being recommended. When the application is approved, the equipment pool is examined checked first to see if an appropriate wheelchair is available and cost effective to recondition and assign to the client. If the requested wheelchair is not available in the pool, a new wheelchair will be ordered. An application may be deemed ineligible if the criteria for the applicant to access the category being requested is not met and or insufficient, incomplete and/or inaccurate information is provided in the application.
 - 5) SMD-MWP Clinical Specialist (Occupational Therapist) will inform the prescriber when the application for category 2C, 3 and 4 is not approved.
 - 6) Equipment is assigned and information entered in client's record.
 - 7) Equipment is either delivered or made available for the client to pick up.

Procedure for Exchanging Manual Wheelchairs

The program **does not** automatically exchange nor replace wheelchairs after a period of time has elapsed. Request for wheelchair exchange may be submitted if:

- There was a change in client's body size and/or weight. Client no longer fits the chair and it cannot be expanded or reduced in size to fit.
- The client has had a major change in medical condition and current wheelchair no longer meets client's needs. Prescriber indicates what measures were taken to attempt to make the current wheelchair work.
- Wheelchair is damaged beyond repair. Prescriber or client must arrange to have the wheelchair assessed by Wheelchair Services technician. SMD will advise the prescriber of the outcome of the assessment.

Procedure for exchanging manual wheelchairs is the same as procedure for requesting manual wheelchair. The following forms are downloadable from the SMD website.

www.smd.mb.ca

- a) SMD – 001 Category 1 Application Form
- b) SMD – 002 Category 2 Application Form
- c) SMD – 003 Category 3 Application Form
- d) SMD – 004 Category 4 Application Form
- e) SMD – 011 Pediatric Application Form

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Note: Clients will not automatically qualify for the same category of their current wheelchair. Decision on client's eligibility for requested wheelchair will be based on information provided in the exchange application form.

- In the case of pediatric wheelchairs, a growth kit will be ordered for the child's current chair when appropriate.
- Exchanges will not be considered if the request comes within **6 months** of the original request without reasonable/sufficient justification.
- Exchange will not be considered for 1" difference in width, depth or seat height unless there is sufficient justification.
- Clients in Personal Care Homes, Chronic Care or institutions are not eligible for exchange wheelchairs unless they have EIA or NIHB funding.

POWER WHEELCHAIRS

Eligibility Criteria for Power Wheelchairs

Applicants must meet general program eligibility criteria in order to qualify for a power wheelchair. Eligibility criteria include:

- A client cannot propel a manual wheelchair independently to meet his/her basic and essential mobility requirements in their home.
- Requires a power wheelchair for **more than 6 hours per day for work, school, recreation, ADL's and IADL's.** (This criterion excludes applicants who request the power wheelchair on a seasonal basis, example, for summer use only).
- Priority will be given to those requiring the power wheelchair for ADL's, work and school.
- The client must have wheelchair accessible housing. A power wheelchair will not be issued until a ramp built to code or a lift is installed and/or modifications to the home are completed to allow independent entry and exit to the home as well as to areas identified as essential for client to perform identified activities of daily living.
- Have suitable storage i.e. indoor, locked, heated and well ventilated area.
Note: Sheds are not considered a suitable storage area.
- Be able to care for a power wheelchair and keep batteries properly charged.
- Have sufficient judgment and cognitive capacity to safely and independently operate a power wheelchair
- **SMD will not provide power wheelchairs to clients for community use only.** The power wheelchair must be used inside the client's home as well as in the community.

Wheelchair Services

1857 Notre Dame Avenue

Winnipeg, MB

Phone: (204) 975-3250 Fax: (204) 975-3240 Toll Free: 1-800-836-5551

NOTE: Applications for power wheelchair will not be considered within two years of receipt of a category 4 wheelchair.

Procedure for Requesting Power Wheelchairs

In order to determine what equipment is required for the MWP application purposes, the prescriber must complete a wheelchair/seating assessment. Therapists may use SMD - 010 Wheelchair and Seating Assessment form if not using their own. There is no need to submit SMD - 010 with the application unless requested.

Equipment should be considered from the most basic to more complex, taking into consideration the client's medical condition, physical and functional status, as well as the environment they live in and any potential safety issues. Specifications of the power wheelchairs and options available through the program as well as options for purchase can be downloaded from the SMD website. www.smd.mb.ca

Once the assessment has been completed and the prescriber has assessed the client's eligibility for the recommended wheelchair through the program, the appropriate application form must be completed in full by the prescribing therapist. Application forms may be downloaded from the SMD website.

- 1) Fax or mail the completed SMD-005 Power Wheelchair Application Form, including the signed loan agreement to Wheelchair Services. If incomplete, the Intake Department will contact the prescribing therapist by email or phone for the necessary information. If the required information is not submitted within 30 days, the request will be closed and the application will have to be resubmitted.
- 2) The application is reviewed by the SMD-MWP Clinical Specialist (Occupational Therapist)
- 3) Request is approved if the client is considered eligible for a power wheelchair. An application is denied if the criteria for a power wheelchair are not met.
- 4) SMD – Clinical Specialist (Occupational Therapist) will inform the prescribing therapist when the application for power wheelchair is either approved or denied.
- 5) A letter will be sent to the client and prescribing therapist to inform them of the outcome of the application. Reason(s) will be provided if the application is denied. Clients are able to appeal any denial.
- 6) When the application is approved, the equipment pool is inspected first to see if an appropriate wheelchair is available and is a cost effective option to recondition and assign to the client. If the requested wheelchair is not available in the equipment pool, a new chair will be ordered.

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- 7) In the case of a conditional approval (e.g. requires ramp, more training etc.) selection of power wheelchair will not be initiated until confirmation from the prescribing therapist that the condition(s) of approval have been met.
- 8) In the case of purchasing upcharge parts, a quote for the requested part is sent to either the client or the third party identified for payment. **Please note that the requested wheelchair will not be ordered until payment in full is received.**
- 9) Power wheelchair is assigned and the information is entered into the client's record.
- 10) The power wheelchair is delivered to address specified on the application.

Procedure for Exchanging Power Wheelchairs

The program does not automatically exchange nor replace power wheelchairs after a period of time has elapsed. A request for power wheelchair exchange may be submitted if:

- The client has had a major change in medical condition and the current power wheelchair no longer meets the client's needs.
- The power wheelchair is damaged beyond repair. The therapist or client must arrange to have the wheelchair assessed by a Wheelchair Services Technician. MWP will advise the therapist and client of the outcome of the assessment.
- The client has had a major change in condition and current power wheelchair is not able to be retrofitted with approved Power Dynamic Positioning Device.
- Parts are no longer available for outdated models.

A therapist will be required to submit completed SMD-006 Power Wheelchair Exchange Application for any requests to exchange power wheelchairs. This will ensure that the client still meets the program's criteria for a power wheelchair, as well as ensure there are no changes in sizing, or function from the previous application. The therapist will be notified of the outcome of the request.

Conditional Approval of a Power Wheelchair

Conditions to the power wheelchair approval must be met within the first 6 months after the client and the prescribing therapist were notified of the outcome of the application. If more time is required to satisfy the conditions of approval, the therapist or client must notify the SMD – MWP Clinical Specialist (Occupational Therapist) before the 6 months is reached to keep the application active. The deadline can be extended for another 3 months in some circumstances.

If no communication is received from the prescribing therapist or client within the first six months regarding the status of the condition, the application will be closed and a new application will be required.

Repairs to Personal Owned Power Wheelchair

As of October 1st 2017, the MWP will no longer provide maintenance and repairs to power wheelchairs that were not issued through the program. ONLY power wheelchairs that were issued through the MWP are eligible for maintenance and repairs by the SMD technicians. All clients currently receiving maintenance and repairs for non-program power wheelchairs issued prior to October 1st 2017 will be “grandfathered”.

MWP’s Limits to Provision of Basic Mobility Device

Effective December 1, 2011, limits were imposed to clarify that the MWP provides any client with only one wheelchair. A manual wheelchair previously assigned to a client must be returned upon receipt of a power wheelchair. For rural clients, a bill of lading will be shipped with the power wheelchair for the client to use to ship the manual wheelchair back to SMD. Clients living in Winnipeg can either drop off the manual chair to 1857 Notre Dame or call SMD at 204-975-3250 to arrange for the manual wheelchair to be picked up.

For those clients who were already issued a power wheelchair and back up manual wheelchair prior to December 1, 2011:

- 1) The client may keep both wheelchairs. The program will continue to provide maintenance and repair service to both the power and manual wheelchair.
- 2) If the chair is deemed no longer repairable by SMD or there is a change in width requirement, the client will be provided with a category 1 wheelchair of the same size as the irreparable wheelchair.

Power Dynamic Positioning Devices

Eligibility criteria for power dynamic positioning devices:

The Manitoba Wheelchair Program can provide power tilt, power recline, and/or power elevating leg rests. These power dynamic positioning devices will be considered for clients who have no ongoing caregiver support to achieve the goals below, and whose assessment findings and equipment trials indicate that the equipment is the minimum essential to achieve one or more of the following goals:

For Power Tilt OR Power Recline:

- a) **Maintain skin integrity** where there is a high risk of tissue trauma and an inability to effectively weight shift independently, and where commercial seating alone is not an adequate solution.
- b) **Maximize respiratory function** where there are measureable limitations and objective data can be provided to show improvements with use of tilt /recline.
- c) **Maintain independent mobility through increased sitting tolerance** where there is an inability to maintain a functional sitting position due to abnormal tone /

reflex activity, postural instability, and/or joint spinal contractures/deformities and commercial seating alone is not an adequate solution.

For Power Tilt AND Power Recline:

- a) Clinical assessment results demonstrate that power tilt or power recline alone is not an adequate solution to achieve goals above.

For Power Elevating Leg Rests:

- a) Decrease in lower extremity swelling due to **chronic** edema in the lower extremities. Objective trial data must be provided.
- b) Individual is unable to independently operate manual leg rests but requires elevation of lower extremities to manage contractures or orthopedic limitations.

Note: Power elevating leg rest(s) will not be provided to manage general edema.

Note: Request for power tilt, power recline, or power elevating leg rests should not be considered where the purpose is solely for pain management, to facilitate transfers, swallowing, and/or rest.

Procedure for requesting power dynamic positioning devices:

Based on the therapists assessment findings, some clients may do well with fixed changes to the wheelchair seat angle or back/seat angle and may not require a dynamic positioning device. A therapist should first consider alternative seating components for use with client's current wheelchair. Some adjustments to the power wheelchair seat angle as well as back/seat angle are possible to achieve some degree of static tilt or static recline. An assessment should be completed to determine which seat/back angle and seat angle are most functional and appropriate for the client. If assessment results indicate that fixed seating alone is not an adequate solution to meet the client's needs, an application for power dynamic positioning device can then be made. Application forms may be downloaded from the SMD website.

- a. Applications for power dynamic positioning devices must be completed in full by an Occupational Therapist or Physio therapist.
- b. Complete SMD-007 if applicant already has an Invacare power wheelchair supplied by Manitoba Wheelchair Services.
- c. Complete SMD-005 in addition to SMD-007 if applicant does not have a power wheelchair supplied by Wheelchair Services or if applicant's current SMD power wheelchair is not an Invacare power wheelchair.
- d. Fax or mail completed application forms, including signed loan agreement to Wheelchair Services. If incomplete, the application will be returned to the prescriber for completion. If the required information is not submitted within 30 days, the request may be closed.

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- e. Information from the application is entered into the consumer's record (client database).
- f. Application is reviewed by the SMD-MWP Clinical Specialist (Occupational Therapist).
- g. The therapist and the client will be informed of the outcome of the request for power dynamic positioning device. If approved, installation of the device will be done at 1857 Notre Dame Avenue.

Note: SMD will not install power dynamic positioning devices on non MWP power wheelchairs.

Procedure for Exchanging Power Dynamic Positioning Device:

A therapist is required to complete the SMD – 008 Power Dynamic Positioning Device Exchange application form for any exchange requests for power dynamic positioning devices. This will ensure that the consumer still meets program criteria for a power dynamic positioning system/power wheelchair, as well as take into account any changes in function or size requirements. This form will be reviewed and the prescriber will be notified of the outcome.

Option to Purchase Upgrades or Upcharge Parts

Although only basic and essential wheelchair components and parts are provided through the MWP, some components and parts may be available for purchase by the client.

If the client decides to purchase an "upcharge" part, payment in full must be received before the wheelchair will be ordered. (A cheque or money order must be mailed or delivered to the MWP office). If the client decides not to proceed with the purchase, the client or therapist must notify MWP so that the upcharge can be taken off the request and the wheelchair can be ordered.

The following process must be used for options/ accessories that clients decide to purchase through the program:

- The client and/or therapist are sent a quote by the accounting department at SMD.
- If the client decides to purchase the upcharge part/accessory SMD must receive full payment prior to the ordering of the wheelchair.
- The purchased part/accessory will be listed in the clients file as owned by the client. Purchased upcharge parts become the property of the client.
- The client will be responsible for any labor costs to repair any up-charged item/accessory that is under warranty.
- If the upcharge item/accessory needs repair and is no longer under warranty, the client must pay for parts and labor.

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- If the upcharge item/accessory needs replacement, the client is responsible for payment for the full price of replacement plus labor.

When the wheelchair is no longer needed and returned to the program, the client may either decide to donate the parts to the program or have it uninstalled by SMD and returned to client/family.

Equipment and Accessories NOT Supplied by the MWP

The MWP will not supply the following equipment. The client or third party funder (if applicable) is responsible to pay for:

- Lap trays
- Crutch cane holders
- Walker holders
- Baskets
- Seating components (cushions and backrests)
- O2 tank holders
- Tool kits
- Side guards
- Spoke guards

Client Refusal of the Wheelchair

If the client refuses the prescribed wheelchairs at time of delivery or returns the wheelchair immediately after delivery the following will happen:

- The program will advise the prescriber of the refusal and reason(s) given. The program will hold the chair for 30 days to allow time for the prescriber to clarify the refusal with their client.
- The program will not re-issue a wheelchair for at least 6 months, at which time; a new application will have to be submitted.

Modifications to the Wheelchair

Prior approval for any modification must be obtained from the SMD-MWP Clinical Specialist (Occupational Therapist) before changes are made. The following information will be needed:

- Details of required modification
- Reason(s) for modifications
- Who will be completing the modifications

SMD will not be responsible for any parts damaged during modification. Therapists must confirm with the SMD-MWP Clinical Specialist (Occupational Therapist) when the modifications have been completed and client's equipment information will be updated on the client data base.

Parts Change

A change in the client's physical, medical or functional status may require a change in the configuration of their wheelchair, and in some instances an addition or an exchange of a program approved part.

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If a parts change is requested within 6 months of receipt of a newly assigned wheelchair, clear and reasonable justification must be provided by an Occupational Therapist or Physiotherapist. A request received within 6 months for the same part may not be approved, depending on the circumstances. Clients may opt to purchase new part themselves.

To request for parts change, therapist must submit a completed SMD-012 to the intake department.

Assessment Wheelchairs

The SMD-WCS assessment area is equipped with a number of manual and power wheelchairs that are available for assessment either at 1857 Notre Dame, in hospital or in the client's home. To set up an appointment at SMD WCS, call (204) 975-3250. Contact the Clinical Specialist (Occupational Therapist) for specific wheelchair requirements including but not limited to: desired seat width, desired seat depth, desired seat to floor height.

*Please note: SMD will not deliver assessment chairs to a client's home. The cost of transporting the wheelchair to the client's home is the responsibility of the client.

Assessment wheelchairs are intended to assist prescriber's to finalize fit and assess functionality and/or accessibility. Assessment wheelchairs are assembled as closely to the requirements outlined by the prescriber but may not be an exact match nor have all the options or components that the client requires. Rear wheels and casters cannot be changed on the assessment wheelchairs.

Services to Clients who are in Isolation

When a client's wheelchair requires repairs while the client is being quarantined or in isolation, the facility staff or client must inform SMD staff when requesting a service call. The work order will indicate "isolation precautions" in the "alternative address" section.

The client's wheelchair should be removed from the isolation area and cleaned (according to facility guideline) by facility staff prior to technician involvement. The technician will not go into an isolation area to retrieve the equipment.

Lap Belts

All wheelchairs provided through the MWP will be provided with an auto style lap belt. **These lap belts are not intended to be used as restraint and should not be used as such when the client is being transported in a vehicle while seated in the wheelchair.**

Legislations states that approved and tested occupant and wheelchair restraints must be used at all times when a client who is seated in the wheelchair is in a moving vehicle.

Clients in Hospital

Clients are eligible to receive their prescribed wheelchair while in hospital particularly if it is required for a safe discharge back into the community.

For clients with complex seating requirements who are expected to have an extended inpatient stay **and** discharge into the community is planned, equipment may be provided

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and issued to the therapist for set up and training as required prior to discharge. If there is a change in discharge location, SMD must be notified.

Clients Coming to SMD for Fitting of Assigned Wheelchairs

If a therapist or client chooses to come to SMD for fitting of their newly assigned wheelchair, an appointment must be made in advance **and** the prescribing therapist **must** be present. If the prescribing therapist is not present the fitting will be rescheduled.

Clients in Personal Care Homes (PCH), Hospices & Institutions

A client is not eligible for a MWP wheelchair nor for an exchange of their current wheelchair if the paneling process is planned, has been initiated or if the panel application has already been approved.

Clients are entitled to retain their wheelchair, and are eligible for ongoing maintenance if a client has been living in the community and has already been issued their loan wheelchair prior to starting the paneling process and entering the PCH.

Should the wheelchair assigned to a client in a PCH be deemed irreparable by wheelchair services, the wheelchair **will not** be exchanged or replaced.

The wheelchair will **not be** exchanged for a different size or for a different wheelchair category when a client is in a PCH.

Complaints

Clients who are not satisfied with the services or equipment provided can contact the Manager of Wheelchair Services at (204) 975-3250.

Appeals

Client can appeal a decision of denial of request for a manual, power wheelchair or power dynamic seating by submitting a letter to the SMD Clinical Specialist (Occupational Therapist) describing the reason(s) for the appeal and additional information to support their need of the requested wheelchair. The application will be reviewed again and client and therapist will be informed of the decision. If client disagrees with the outcome of the appeal, the prescribing therapist can submit their request/concern in writing to:

Program Consultant
Home Care Supplies & Equipment and Manitoba Wheelchair Program
Winnipeg Regional Health Authority
417-496 Hargrave
Wpg, MB. R3K 0X7
Phone: (204)223-3044 Fax: (204)940-2009
E-mail: kbaessler@wrha.mb.ca

Program Loan Equipment and Accessory Listing

- a. Wheelchair Specifications Forms can be downloaded from the SMD website. www.smd.mb.ca
- b. Anti-tippers are automatically supplied where the axle plate is adjustable in the horizontal position or if the client requires them for safety.
- c. Power wheelchairs that did not come with factory installed tie downs may be retrofitted with tie down brackets if requested by the client or therapist for the sole purpose of providing securement location during wheelchair transport. These add on brackets are **not crash tested**.

Wheelchair Model	Options and Accessories provided through the MWP (Specs)	Accessory options for purchase
MANUAL WHEELCHAIRS		
Category 1A		
Breezy EC 2000	<ul style="list-style-type: none"> • 16" 18" 20" seat width • 16 " seat depth • 16" fixed backrest height • 17.75" and 19.75" floor to seat height • Arm rest - Fixed height, removable full and desk length arm pads • Removable leg rests, standard and ELR • Composite foot plates • 24" rear wheels • solid low profile polyurethane • 8" casters • Dual vertical axle position • 24.5 overall width for 16" wide • 26.5 overall width for 18" wide • 29.5 overall width for 20" wide • Weight from 41 lbs. • 250 lb. weight capacity for 16" 18" wide • 300 lb. weight capacity for 20" wide 	None
Category 1B		
Breezy EC 2000 HD	<ul style="list-style-type: none"> • 20, 22, 24" seat width • 16" seat depth on 20" wide • 18" seat depth on 22" and 24" wide • 16" fixed back height • 17.75" & 19.75" seat height on 20" wide • 21" seat height on 22 and 24" wide • Arm rest - Fixed height, removable full and desk length arm pads • Removable leg rests, standard and elevating • Aluminum foot plates • 24" mag rear wheels • Solid low profile polyurethane • 8" casters • Single position axle • 30.5" overall width on 22" wide • 32.5" overall width on 24" wide • 300 lb. weight capacity on 20" wide 	None

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	<ul style="list-style-type: none"> • 450 lb. weight capacity on 22" & 24" wide • Weight from 41 lbs. on 20" wide • Weight from 57 lbs. on 22" & 24" wide 	
Category 2A		
Breezy EC 4000	<ul style="list-style-type: none"> • 16", 18", and 20" seat width • 16" and 18" seat depth for 16" 18" wide • Only 18" seat depth on 20" seat width • 16" and 18" adjustable back rest • 17.75", 18.75" and 19.75" seat height 16 and 18" wide chairs with 24" wheels & 8" casters • 16.75" and 18.75 seat height on 16" and 18" wide chair with 22" wheels and 8" casters • 18.75" and 19.75 seat height on 20" wide chair with 24" wheels and 8" casters. • 20" wide chairs do not come with 22" wheels and 6" casters • Arm rest - Flip back, height adjustable full and desk length arm pads • Removable leg rests – standard and elevating • Composite footplate • Dual position axle plate • 22" and 24" mag wheels • Solid urethane and full polyurethane tires • Aluminum hand rims • 6" and 8" solid urethane casters • Amputee axle kit available only on 16" and 18" wide chairs • Brake extensions • Weighs 33.5 lbs. (without leg rests) • 23" overall width on 16" wide • 25" overall width on 18" wide • 27" overall width on 20" wide • 250 lb. weight capacity 	Anti-tippers
Category 2B		
Breezy Rubix HD	See Sunrise/MWP Manual Wheelchair Specification form for Breezy Rubix HD for options provided through the program and options for purchase.	
Category 2C		
Breezy Rubix	See Sunrise/MWP Manual wheelchair specification form for Breezy Rubix for options provided through the program and options for purchase.	
Category 3		
Quickie SR45	See Sunrise/MWP Manual wheelchair specification form for SR45 for options provided through the program and options for purchase.	
Quickie Iris	See Sunrise/MWP Manual wheelchair specifications for Quickie Iris for options provided through the program and options for purchase	
Zippie TS	See Sunrise/MWP Manual wheelchair specifications for Zippie TS options provided through the program and options for purchase.	
Zippie Iris	See Sunrise/MWP Manual wheelchair specifications for Zippie Iris options provided through the program	

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	and options for purchase.	
Breezy Rubix	See Sunrise/MWP Manual wheelchair specification form for Breezy Rubix options provided through the program and options for purchase.	
Category 4		
Quickie LXI (Folding Frame)	See Sunrise/MWP Manual wheelchair specification form for Quickie LXI options provided through the program and options for purchase.	
Quickie QXi (Folding frame)	See Sunrise/MWP Manual Wheelchair specification form for Quickie QXi options provided through the program and options for purchase.	
Quickie 2 (Folding Frame)	See Sunrise/MWP Manual wheelchair specification form for Quickie 2 options provided through the program and options for purchase.	
Quickie GPV (Rigid Frame)	See Sunrise/MWP Manual wheelchair specification form for Quickie GPV for options provided through the program and options for purchase.	
Quickie GPSA (Rigid Frame)	See Sunrise/MWP Manual wheelchair specification form for Quickie GPSA options provided through the program and options for purchase.	
Quickie Q7 (Rigid Frame)	See Sunrise/MWP Manual wheelchair specification form for Quickie Q7 Adjustable options provided through the program and options for purchase.	
Quickie M6 (Bariatric Folding Frame)	See Sunrise/MWP Manual wheelchair specification form for Quickie M6 options provided through the program and options for purchase.	
POWER WHEELCHAIRS		
<i>The program will supply only one drive control on a power wheelchair. Should client wish to have more than one drive control, the program will supply the primary one only and the client will need to purchase the secondary one.</i>		
Invacare TDX SP (Mid Wheel Drive)	See Invacare/MWP Power wheelchair specification form for Invacare TDX SP for options provided through the program and options for purchase.	
Invacare Torque SP (Rear Wheel Drive)	See Invacare/MWP Power wheelchair specification form for Invacare Torque SP for options provided through the program and options for purchase.	
POWER DYNAMIC POSITIONING DEVICE		
Power Tilt Power Recline Power ELR		